



STATE OF WASHINGTON
DEPARTMENT OF SOCIAL AND HEALTH SERVICES
Division of Employment and Assistance Programs
Post Office Box 45440 Olympia WA 98504-5440

June 7, 2007

TO: Regional Administrators
CSO Administrators

FROM: Dori Shoji, Interim Director
Division of Employment and Assistance Programs

SUBJECT: **WORKFIRST CAREER SERVICES PROGRAM**

On July 1, 2007, a new program, WorkFirst Career Services, will be implemented statewide by the Employment Security Department (ESD). Career Services is a post-WorkFirst program that provides employment services and cash payments for up to six months to eligible parents who choose to enroll. These services and payments will help them transition from assistance to work, and will also help us meet federal work participation rate targets.

Marketing this program to potential participants will begin later this month. The intent of this memo is to provide you with some general information about the program, and provide you and your staff with information that you may need to answer questions that might come from clients as a result of the marketing campaign. Details and final policy will be posted in the WorkFirst Handbook and in WAC on July 2, 2007.

Program Eligibility

Starting July 1, the Career Services program will be available to parents who leave TANF / SFA assistance and are working at least 30 hours per week. The parents may be eligible for the program if they leave TANF / SFA due to employment or if they start a job within two months of leaving TANF / SFA.

Career Services is a voluntary program, and parents must enroll with ESD within two months of their TANF / SFA exit if they wish to participate. Parents who leave TANF / SFA in sanction status are not eligible for Career Services.

DSHS Staff Responsibilities

This new program will be administered and services provided by ESD. CSO staff involvement should be very limited, but there will be a need to inform exiting clients of the program. For those clients who are working at the time they exit TANF/SFA, it is important that CSO staff correctly code ACES with the client's employment information, including hours of employment, prior to the client's exit.

If an adult applies for Career Services and ACES is not coded with employment information, ESD will require proof of the client's job and hours worked. For this relatively small population, ESD will send the employment verification (i.e., pay stub) to the appropriate DMS imaging HUB so that the necessary documentation of eligibility is on file. Receipt of the employment verification document at the DMS site will generate an assignment for the CSO worker of record to review the information and take action as needed regarding possible changes in the client's eligibility status and/or benefit levels for other assistance programs.

Marketing Career Services to Parents

Clients will be informed about Career Services throughout their participation in WorkFirst activities by all of the partner agencies. Publications and other tools will direct parents to report to a local WorkSource office and bring employment information with them.

Marketing tools will include desk placards, rack cards for office lobbies, and an insert for the WorkFirst Opportunities brochure. These marketing tools will be developed over the next several weeks. Information about the program will also be added to ACES termination letters beginning in July 2007. Work is also being done to add language to the TANF approval letters.

A mass mailing of a flyer on the new program will be sent to all current WorkFirst adults beginning in late June 2007. The flyer is attached for your information. The mailing of these flyers will be staggered over several weeks to reduce the number of calls that CSOs may receive from clients with questions about the new program.

New Career Services Program

June 7, 2007

Page 3 of 3

Clients who call with questions or come into the CSO to apply for Career Services should be directed to a WorkSource Center that has ESD staff who can enroll people in the program. Clients can find out the location of the nearest center by calling the toll-free telephone number shown in the mailing: 1-800-339-3981.

Questions

If you have any questions about the program, please contact Glynnis Ashley at 360-725-4611, Debbie Davis at 360-725-4543, or Jenny Grayum at 360-725-4583.

Attachment

cc: Deb Marley
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